

# Video Surveillance Policy

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## 1. Purpose

The Library balances people's right to privacy and security. The Truro branch uses video cameras as well as staff efforts to keep the Library safe and welcoming for all.

The *Freedom of Information and Protection of Privacy Act (FOIPOP Act)* and the *Municipal Government Act (MGA)* say what the Library may do in collecting, using and sharing personal information, including recordings captured by the video surveillance system.

This policy tells you how the Library uses video cameras, also called video surveillance. It says what the Library does with the recordings it collects and how the Library balances your privacy rights with the security benefits of using video surveillance.

## 2. Definitions

**Disclosure:** A disclosure is when we release relevant information. This includes viewing and making copies of video surveillance recordings.

**The Library:** When we say "the Library" in this document, we mean the Colchester-East Hants Public Library (CEHPL).

**Network Video Recorder:** A Network Video Recorder is a special computer that records video surveillance footage in digital format to a hard drive.

**Normal College:** The Truro Library is in the Normal College building.

**Video Surveillance Recording:** A video surveillance recording is footage that has been captured by the video surveillance system, including video and images.

**Video Surveillance System:** The video surveillance system is the electronic system used in some CEHPL libraries that allows for video recording, viewing, or monitoring of public areas.

### **3. Where do we use this policy?**

This policy is for all camera recording devices and surveillance technology used for security purposes on library property.

### **4. Who is this policy for?**

This policy is for everyone who is involved with the Library. This includes:

- Staff
- Volunteers
- Contracted staff (like security or building maintenance staff)
- The general public (visitors)

### **5. Why does the Library use video surveillance?**

The Library uses video surveillance for the reasons below.

- To help make a safe and secure environment by reducing behaviour that may threaten the health, safety, or security of people in the library.
- To help staff enforce the *Library Code of Conduct* when dealing with inappropriate behaviour.
- To protect library property from damage and theft.
- To help the Library respond to inappropriate or unlawful behaviour by helping to find and prosecute people who break the law on library property.

### **6. How does the Library collect information?**

The Library will use as little surveillance as possible to keep the building secure. We will use video cameras and other technology in a professional, ethical, and legal manner.

#### **a. Information Collected**

The video surveillance system may collect personal information (such as video recordings) of all library users, including library visitors, staff, and contractors.

## **b. Coverage**

The Truro Library has 34 surveillance cameras. The Library's video surveillance system does not view or record areas of the Normal College building that are not part of the Library, for example, the Truro Concert Band room.

All surveillance cameras record every day and night. None of the cameras capture sound, zoom in, or use facial recognition software.

In Truro, cameras cover:

- Inside and outside entrances, stairwells, and foyers on the first and second floors.
- The maker space.
- The meeting rooms.
- The historical room.
- Common areas of the basement, first, and second floors.

The video cameras do not view or record areas where people would normally expect privacy, such as washrooms. They also do not view areas where only staff can go.

## **7. How We Tell People about the Cameras**

The Library tells the public about the video cameras by putting signs at entrances and other parts of the property of any library that uses the cameras.

Signs will include the following information:

- Why we use surveillance.

- A statement that if you choose to use the Library, you agree to be recorded for security purposes.
- Contact information for someone in the Library who can answer questions or concerns.

## **8. What does the Library use video surveillance recordings for?**

The Library, including its staff and contractors, may use video surveillance recordings for the following situations:

- For security or law enforcement.
- To assist with a legal, regulatory, or disciplinary proceeding.
- As evidence in support of an inquiry or criminal prosecution associated with unlawful activity in the Library.
- As evidence in support of *Library Code of Conduct* enforcement (such as suspension from the Library).
- To recover library property, unpaid fees, or other charges.

## **9. Disclosure**

If someone outside the Library, including the police, asks for personal information about visitors, the Library responds according to the *FOIPOP Act* and the *MGA*.

### **a. Submitting a Request to see the Recordings**

If you or your organization wants to see a video surveillance recording, you can request it using the *Request for Disclosure of Video Surveillance Recording Form* in Appendix A of this policy. The Library's Executive Director and Chief Librarian or Director, Community Engagement will review and respond to these requests.

### **b. When the Library Might Disclose Personal Information**

In accordance with its legal requirements, the Library may disclose video surveillance recordings:

- In response to a subpoena, court order, or a specific written request from a law enforcement agency to assist in an investigation, or otherwise as required by law.
- If a person shown in the video has identified the information and agrees in writing to the Library sharing it.
- If there are reasonable grounds to believe that the disclosure will stop or lessen an immediate danger to someone's health or safety.
- To someone providing technology or other services for the Library.
- To enforce the *Library Code of Conduct*.
- For other reasons in section 27 of the *FOIPOP Act* and section 485 of the *MGA*, or other laws.

The Library may charge fees to search and produce recordings to the person or agency demanding a search. The person or agency who wants the search must pay these fees before the Library will release the information. The Library will not charge fees:

- For requests that take less than two hours to complete.
- If the person is asking for their own personal information.

## **10. Security**

The Library is responsible for protecting personal information.

### **a. Physical Security**

The Library stores video surveillance recordings in the server room on a Network Video Recorder. Recordings are stored as computer files.

The Systems Administrator and security staff at the Truro Library know the username and password needed to see the recordings.

The monitors we use for video surveillance are in the areas listed below.

- The Systems Administrator's office. This is in an employee-only area of the building.
- The security guard's workstation. The monitor includes a privacy screen so that the public cannot see what is on the monitors. When the security guard leaves the station, they turn the monitor off.

#### **b. Personnel Security**

The following people are responsible for installing and maintaining the video surveillance system and hardware:

- Systems Administrator
- Director, Collections and Technology
- Maintenance staff

The following people are allowed to use the video surveillance system:

- Systems Administrator
- Director, Collections and Technology
- Security staff

The following people are allowed to see the video recordings:

- Systems Administrator
- Director, Collections and Technology
- Security staff
- Library supervisors on duty
- Executive Director and Chief Librarian
- Director, Community Engagement

### **11. How long does the Library keep video surveillance recordings?**



The video surveillance system automatically records over older video when the system's storage is full. Recordings can be stored for as little as 3 days but not more than 30 days.

Otherwise, the Library may keep recordings as follows:

- The Library may download and store recordings to a separate and secure library system for a purpose identified in this policy.
- If someone asks the Library for recordings that still exist, we will download any information that fits the request and will store it separately on a secure library system. We will keep the recordings as long as needed to answer the request.
- If any personal information is used to make a decision that directly affects an individual then that recording will be kept for at least one year, and may be kept for longer. This is following section 24(4) of the *FOIPOP Act* and section 483(4) of the *MGA*.

The Library will confidentially destroy any recordings that it no longer needs.

## **12. Access to Information Requests**

You are allowed to see copies of records with your own personal information. To see your information, fill out an *Access to Information Request Form* and give it to the Executive Director and Chief Librarian using the contact information found in the next section.

When sharing video surveillance recordings, the Library will take steps to mask the images of third parties where the sharing of these images would result in an unreasonable invasion of a third party's personal privacy.

## **13. Comments/Questions**

People can send their comments and questions about the Library's *Video Surveillance Policy* to the Library's Executive Director and Chief Librarian:

By email at

- [TBartlett@CEHPublicLibrary.ca](mailto:TBartlett@CEHPublicLibrary.ca)

By phone at

- (902) 896-4196

By regular mail at

- Executive Director and Chief Librarian  
Colchester-East Hants Public Library  
754 Prince Street  
Truro, Nova Scotia  
B2N 1G9

## **14. Related Documents**

Appendix A: Request for Disclosure of Video Surveillance Recording Form

Access to Information Request Form

[Freedom of Information and Protection of Privacy Act \(FOIPOP Act\)](#)

Library Code of Conduct

[Municipal Government Act \(MGA\)](#)

Privacy Policy

Youth Conduct and Safety Policy

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